

## **POLICE COMMUNICATIONS MANAGER**

### **DISTINGUISHING FEATURES**

The fundamental reason the Police Communications Manager position exists is to assume responsibility for the planning, implementing, evaluating, and improvement of the Communications Division which receives and dispatches calls from the E 9-1-1 and administrative telephone lines from citizens requesting police services. Exercises direct supervision over Communications Supervisors and Communication Dispatchers. Work is performed under general supervision from the Police Administrative Services Director.

### **ESSENTIAL FUNCTIONS:**

Plans, organizes and directs the work of supervisors on rotating shifts. Selects, tests, trains, evaluates and supervises staff. Investigates, makes recommendations and follows through on investigatory and disciplinary actions. Observes, inspects and monitors the behavior of subordinate employees to ensure compliance with departmental standards or performance and conduct.

Develops and implements divisional goals, objectives, policies and procedures. Assists in the development of departmental goals. Develops and tracks performance measures.

Prepares and monitors the division's budget. Prepares justifications for personnel, supplies and equipment needs.

Manages organization change and enhances learning, participation and professional development opportunities for subordinates. Supports organizational strategies and directs individual accomplishment toward those strategies.

Prepares statistical reports. Conducts studies on staffing needs and other operational issues as needed. Prepares written documents including budget proposals, complaint resolutions, memos, operating procedures, evaluations and letters.

Conducts meetings with staff; attends meetings with other organizations to discuss emergency service and communications issues. Assists with planning of automation projects.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge, Skills and Abilities:**

##### Knowledge of:

Police administration theories and practices.

Principles and practices of supervision and personnel administration.

Finance, Budgeting, Planning and Labor Relations theory and practices.

General social problems and cultural diversity of citizenry.

Police methods, practices and procedures.

Federal, State and City criminal and traffic laws and related court decisions, department policies, General Orders and Operation Orders, Police Management Regulations, City of Phoenix Management Procedures, Administrative Regulations, Memorandum of Understanding and Personnel Rules/Policies.

Management and organization theories and practices.

Ability to:

Perform a broad range of supervisory responsibilities over others.

Work cooperatively, courteously, but firmly with all segments of the public.

Recognize and control sources of personal stress in order to effectively perform class requirements.

Communicate in the English language by phone, police radio system or in person in a group or one-to-one setting.

Evaluate a situation, make effective decisions under pressure, and take appropriate action.

Produce written documents in the English language with clearly organized thoughts using proper sentence construction.

Observe or monitor objects or people's behavior to determine compliance with prescribed operating or safety standards and accurately recall details.

Comprehend and make inferences from material written in the English language.

Work cooperatively with other City employees.

Maintain moral integrity.

Work in a variety of weather conditions with exposure to the elements.

Remain in a sitting position for extended periods of time.

Maintain acceptable level of physical fitness to meet department standards.

Work safely without presenting a direct threat to self or others.

**Education & Experience**

This position requires a minimum of two years supervisory experience in a communications division or other related field. A bachelor's degree in public administration, personnel management, criminal justice or related field is highly desirable. Extensive experience with public safety communications procedures and equipment is required. Experience with conflict resolution and mediation techniques is highly desirable.

FLSA Status: Exempt

HR Ordinance Status: Unclassified